



SNAPSHOT

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A PUBLICATION FOR MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES EMPLOYEES.

Rogers Receives U.S. Citizenship

On November 2, most of us will exercise our right to vote. This election year many of the candidates are running neck-in-neck with their opponents. Every vote will count, including that of a new comer to the voting process, Sharmini Rogers of the Unit of Genomics and Newborn Health. This election year, Sharmini is paying closer attention to campaign ads and newspaper and television reports because of her recently acquired citizenship that will allow her to vote.

Sharmini was born and raised in Kuala Lumpur, Malaysia, a city of about two million residents. Her father was the director of public health for Kuala Lumpur and her mother was a teacher. After receiving her medical degree from India, she moved back to Malaysia to practice medicine. In 1991, she met Marvin Rogers, an American professor who was writing a book on political change in a Malaysian village. They were married in 1991, and moved to Columbia, Missouri where her husband was a professor at the University of Missouri. Because of her family ties to public health, Sharmini received a masters in public health at the University in Michigan, Ann Arbor and then came to work at the Missouri Department of Health.

According to U.S. law, Sharmini is required to renew her permanent residence status every ten years. The



Sharmini Rogers recently received her U.S. citizenship allowing her to exercise her right to vote.

only difference between permanent residence status and citizenship is the right to vote.

"I wanted to have a voice in local politics that would be affecting our daughter, Dahnya, so I decided to pursue my citizenship," said Sharmini.

In January of 2004, Sharmini completed the very tedious citizenship application. By March she received a letter stating she was to report to St. Louis to be fingerprinted by Homeland Security on May 24. In August she was scheduled for a written and oral test on the American government and English proficiency. Sharmini passed with

flying colors and on September 24 she traveled to St. Louis to receive her citizenship.

"I feel like I belong, now that I have my citizenship," stated Sharmini. "Although I miss my family and friends in Malaysia, I can call America my home."

Sharmini enjoys traveling abroad with her husband. Every other year, they travel back to Malaysia to visit family and friends and, of course, eat Malaysian food. One of her favorites is nasi lemak, a rice dish with spicy sauce and fried anchovies.

"Malaysia is a little New York City. It has everything, including traffic jams," said Sharmini.

Being In Sync With Horse Leads to National Championship

Cindy Butler, senior epidemiology specialist for the Section for Communicable Disease Prevention, has always had a love for horses. At the age of 14, she purchased her first horse, Joe, who was 4 months old at the time. She still remembers today the words of her dad, "You better eat, sleep, live and breathe horses." And so she did. Cindy turned her interests towards barrel racing and showing horses at 4-H and other horse club shows. Today, Joe is among 19 horses that she and her husband, Andy, own.

Like most owners, Cindy becomes very attached to her horses. She was devastated when her horse, Cheetah, passed away. She then purchased a yearling named The Sharp Equalizer, better known as "Cat". With her skills as a rider and trainer, she began breaking and training him for competitions.

"Cat was the hardest horse I ever trained," said Cindy. "You would never think of an animal being a perfectionist, but he is, which makes him tricky to ride." Cindy goes on to explain, "Cat is very intelligent. He wants me (as the rider) to do it right and if I don't he becomes agitated. He used to buck me off on a daily basis, but now he is mellowing in his older age and we are more in sync."

Her first championship with Cat was in 1997 when they won the Junior Pole Bending World Championship. This championship is for horses five years or younger. Pole bending is a timed race on a pre-set pattern of six poles 21 feet apart. Riders must run past the poles, zigzag between the poles twice and run straight past them all again. For every pole that is knocked down, a five second penalty is added to the score. At 12 years old, Cat is now in his prime. This past July,



Cindy Butler and her horse, Cat, enjoy competing in horse shows. In July they took first place in the Senior Pole bending Championship at the Palomino World Championship held in Tulsa, Oklahoma.

Cindy and Cat took first place in the Senior Pole Bending World Championship.

"Cat is at his peak. He is a fast sprinter and he makes the turns quickly without hitting the poles. This championship was for him where the Junior Championship was for me." Cindy goes on to explain that barrel racing/pole bending horses are at their best when they are 11-15 years of age.

Cindy admits she doesn't spend a lot of time training Cat these days. According to Cindy, she doesn't want to bore him with the repetition of the patterns he now knows well, so on an average she trains him about once a week. She rides him on trails, works on obstacles, uses him for lessons, or anything else but speed events the rest of the time to keep his mind and body active.

"Cat is very competitive. When we travel to shows we both go to win."

Cindy continues to pass on her love and knowledge of horses. She teaches children and adults the skills of horseback riding and the value of hard work.

Lock Receives National Recognition

Anne Lock of the Center for Local Public Health Services was named October's Chronic Disease Champion. She currently serves as the Center for Disease Control and Prevention's Membership Committee Chair where her leadership has been instrumental in advancing the association's strategic plan through the development of a membership data base and a Member Information Guide.

Employees Make Things Happen!

Some DHSS employees have found that small things really make a BIG difference. Frontline employees in the Central Registry Unit, Bureau of Vital Records and the Bureau of Family Care Safety Registry were recognized for their ideas and innovations for day-to-day improvements that have resulted in changes in their workplaces.

Supervisors and employees continue to work together to implement the improvements. The three units implemented 83 improvements from March to August, or approximately one improvement per day.

"This new program allows employees to be creative and promotes ideas for efficiency, better communication, team building and for a safer, more pleasant work environment," stated Dick Dunn, director.



Family Care Safety Registry staff include (l to r): Debbie Bowen, HPR; Angela Sherman, office support assistant; Mary Kleffner, office support assistant; Nancy Schulte, chief; Doug Hackman, HPR; Elaine Richards, office support assistant; Jane Abbott, HPR; Brenda Kliethermes, office support assistant; Judy Branstetter, administrative office support assistant; and Sandy Kleffner, HPR



Central Registry staff include (l to r): Randy Rodgers, manager; Cheryl Sutterer, Caryl Stringer, John Poehlein, Dolores Poehlein, Donna Kinsaul, Alice Bradley and Carol Pariseau, all social service worker II's.

Bureau of Vital Records staff include: (l. to r.) Front row: Tanya Toebben, senior office support assistant; Lynn Turnbow, senior office support assistant; Jackie Andres, senior office support assistant; Sharon Pace, office support assistant; Ivra Cross, chief; Evelyn Patino, office support assistant; and Pam Burris, office support assistant. Middle row: Michelle Nienhuis, administrative office support assistant; Lana Wong, senior office support assistant; Beverly Rose, senior office support assistant; Marsha Sharp, senior office support assistant; Rosetta Holtmeyer, senior office support assistant; Judy Linsenhardt, office support assistant; and Maitel Arreguin, office support assistant; Back row: Garland Land, center director; Alice Risse, senior office support assistant; and Michael Buechler, office support assistant.



DHSS Implements Expense Check Notification

A continuation of the series "New Approaches"

Many of us receive an over abundance of e-mails each day, but receiving an e-mail notification that your expense check has been deposited, is one e-mail you don't want to miss. On July 8, 2004, the Office of Administration implemented a new procedure notifying employees by e-mail that their expense check has been deposited in the account they've indicated.

"This process is a real time saver," stated Linda Cade, grants accounting manager of the department's Office of Administration. According to Linda, the Accounts Payable staff saves time by not having to process the paperwork nor answer phone calls from individuals inquiring about their deposit. "The e-mail is sent the same day the check is deposited making the process very efficient and effective. Even if the individual is out of town, if they have to their e-mail, they can still receive the notification."

When the suggestion of e-mail notification of expense checks came to the Office of Administration, they knew they had to team up with OIS to make it work. The task was assigned to Floyd Miller, CITS/technology specialist within OIS. After an e-mail was forwarded to Floyd regarding that the Department of Social Services already had this procedure in place, Floyd began researching their process and comparing their computer systems to the ones at DHSS. During a meeting with different sections of OIS and the Office of Administration, it was suggested to use the LDAP system to extract the employee's e-mail information from the Novell server. With this step, Floyd began making his connections

Linda Cade, Office of Administration, and Floyd Miller, OIS, were two key staff members who helped implement the expense check notification process.



with other OIS staff who had expertise in Groupwise, Oracle and other computer programs to make it successful.

"By working on this project, I expanded my knowledge in different areas of the department's computer system," stated Floyd. "It also gave me a chance to work with other staff within the department that I normally do not work with."

To make sure the right person receives the notification, the system matches the last name of the individual and the last four digits of the employee's social security number. Once the match has been made, the system automatically sends an e-mail to the employee stating his/her expense account payment has been deposited. If no match is found, Janet Steinbeck of the Office of Administration is sent an e-mail notification, she then conducts the necessary research to determine the employee that needs to be notified, and then either calls the individual/program or sends an e-mail to the employee stating his/her expense account payment has been deposited. Each request is given an invoice number so it can be

easily tracked if needed.

According to Linda, the Office of Administration has received numerous compliments on the new system, including an e-mail from Sharon Wylie, McDonald County Aging, that said, "Thank you! I love this being notified!!! You guys are great!"

"With e-mail messages like this, it makes our jobs well worth it!" stated Linda.

State Employees of the Month

Rochell "Shelly" Elbert and Candice Talbot were honored as State Employees of the Month for the month of August. Shelly Elbert is a long term care specialist for Daviess County and Candice is a social service worker II in Buchanan County.

They were honored for their professionalism while conducting investigations of financial exploitation of the elderly. Their quick response to DHSS client needs and the understanding of policy, procedures and state statutes have made them a valuable asset to the law enforcement community.



Employees of the Month



Mary "Elaine" Faughn

Mary "Elaine" Faughn, administrative office support assistant in the Section for Communicable Disease Prevention, Division of Environmental Health and Communicable Disease Prevention, was named the August Employee of the Month.

Elaine works for with state's immunization program, which provides free vaccine to children and adults with no other means to access needed immunizations. Elaine oversees the team that enrolls all program providers, maintains the state's vaccine inventory, purchases the vaccines, and distributes them to local public health agencies and other enrolled providers all across the state. She manages and accounts for more than \$20 million in vaccines, enrolls nearly 800 providers, and processes thousands and thousands of vaccine orders and accountability reports each year. She is truly devoted to ensuring that the state's children are protected from disease by being properly immunized.

Elaine has two children, Elizabeth and Christopher. She enjoys swimming, walking, reading, collecting cookbooks and spending time with her grandson, Michael.



Debbie Kolb

Debbie Kolb, computer information technology specialist II, was recognized as the September Employee of the Month.

Debbie was honored for her outstanding job in coordinating and managing the development of a new web-based data submission and billing software program for the Show Me Healthy Women (SMHW) program. She has skillfully balanced the needs of the SMHW program staff with the software developer's capabilities under aggressive timelines. Debbie also has been instrumental in the development of a web link to Medicaid to determine if a client is on Medicaid and the type of coverage the client may have. To make the complete program user friendly to the SMHW providers, Debbie has diligently worked with SMHW staff and OIS developers to implement numerous alternatives to MOHSAIC search screens, Medicaid search screen and SMHW data collection/invoice forms.

Debbie's husband, Kevin, also works for DHSS in General Services. They have two children, Brandon and Anna.



Congratulations to Betty Markway of the Survey and Compliance Unit, Division of Senior Services for her dedication and work on the Guidelines for End of Life Care in Long Term Care Facilities. This manual will be sent to skilled and intermediate facilities across the state to promote better quality of life for those who are facing end of life challenges. Betty was honored at the 14th Annual Caring for the Frail Conference in Columbia, Missouri.

Betty was also chosen to present the Guide at the Association of Health Facility Survey Agencies Award in St. Petersburg, Florida where Missouri won the Promising Practices Award. To view the manual go to <http://www.dhss.mo.gov/showmelongtermcare/EndofLifeManual.pdf>. Pictured with Betty is her supervisor, Shelly Williamson.

The *DHSS Snapshot* is published bimonthly by the Office of Public Information. Suggestions for future articles can be sent to buchal@dhss.mo.gov
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